

**MIDDLE ATLANTIC
Region 1
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Medical Library Technology Enhancement
Long Beach Medical Center
455 East Bay Drive
Long Beach, NY 11561-0000
Voice: 516-432-0732 Fax:516-897-1077
Ruth Lebowitz
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Executive Summary

Our primary goal was to upgrade our computer infrastructure, since the paucity and condition of our old hardware had resulted in a drop-off in the use of the library by our patrons, the attending doctors, residence, interns, rotating medical students, nurses and nutritionists of the hospital. We wanted to enhance the ability of our library user community to interact with efficiency with the resources available on the internet - the various databases, etc.

We are happy to report that library traffic, computer usage and especially the ease of information retrieval have been greatly enhanced. There has been much positive feedback from our users, expressing pleasure and satisfaction with the use of our new equipment. Our library with its new capabilities, has been the first part of the hospital to have its computers upgraded to Windows 7.

Minority Populations Served

African Americans: No
American Indians/Alaska Natives: No
Asian Americans: No
Hispanics/Latinos: No
Native Hawaiians and Pacific Islanders: Yes
Other: No

Approaches and Interventions Used

As stated above our goals were to upgrade our computer infrastructure. Our sequence of steps were:

- a) to identify the required equipment to accomplish our stated goals
- b) examine detailed specifications as to identify the desired equipment
- c) gather needed price information
- d) place orders for appropriate equipment
- e) receive and install new equipment
- f) advertise new library capabilities in the hospital community newsletter

This is a "single librarian" library. We received much needed assistance from our Information Services Department throughout the ordering and installation of the equipment.

Evaluation Activities

The project was evaluated by collecting user reaction and informally measuring amount of library usage. Since our new equipment has been installed there has been a substantial increase in the library traffic and computer usage. Frequently, all our computers are being used. We plan to continue to monitor informally the on going usage level.

We are happy to report that all goals of this project were accomplished.

Problems or Barriers Encountered

Unfortunately problems did surface along the way-- initial price quotes were not honored by our vendors thus requiring budget change. In the end, the hospital had to supplement the budget by \$200.00. This delayed delivery of the printers for a long period.

Continuation Plans

We hope to expand our technical capabilities in the future with acquisition of electronic book readers since our budget for the purchase of books has been drastically reduced in recent years, preventing the purchase of new medical textbooks. We hope that we will be able to use these e-books in a 'lending library' mode where we would download required texts and allow users to borrow them under strict control.

We would also like to acquire an electronic white board for use during lectures presented at the library, as well as a laptop computer with camera capability so that I and other users will be able to participate in video conferencing.

- a) an electronic white board for use during lectures presented at the library
- b) a laptop computer with camera capability. so that I and other users will be able to participate in video conferencing for continuing education credits
- c) an electron bulletin board to display library happening, news, poster session displays, new acquisitions, advertise new publications by our staff, etc.

Our Information Services Department's services are essential in maintaining our present technological capabilities and our future ones.

Impact

This project resulted in significant enhancements in the technological capabilities of our library and have led to a substantial increase in the level and intensity of library usage. One of our core functions is the advancement of our residents and interns. They have taken to our new capabilities with great enthusiasm. These new capabilities have allowed our patrons to persevere in their work, where previously, with our old equipment, they would give up in frustration.

Our hospital houses a Family Care Center which services many low income patients and their families. Knowledge acquired with less stress and frustration can only benefit better patient care.

Lessons Learned

Lessons learned were -- that unanticipated difficulties may arise along the way as, for example price changes, installation difficulties and the handling of frustrations that arise from delays of delivery and the pressures of not being able to satisfy on a timely basis all the conditions required by the Awards Committee. But all in all we would gladly try again.

Other

NA

Attachment 1: AR summary data: Subcontractor activities